

**To:** Elizabeth Holmes[eholmes@theranos.com]  
**From:** Sunny Balwani  
**Sent:** Mon 9/29/2014 11:51:07 PM  
**Importance:** Normal  
**Subject:** RE: Customer Issue - GM  
**Received:** Mon 9/29/2014 11:51:07 PM

finding out.

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**From:** Elizabeth Holmes  
**Sent:** Monday, September 29, 2014 4:51 PM  
**To:** Sunny Balwani  
**Subject:** RE: Customer Issue - GM

How did that happen?

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**From:** Sunny Balwani  
**Sent:** Monday, September 29, 2014 4:45 PM  
**To:** Elizabeth Holmes  
**Subject:** FW: Customer Issue - GM

please see below.

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**From:** Kimberly Alfonso  
**Sent:** Monday, September 29, 2014 3:04 PM  
**To:** Christian Holmes  
**Cc:** Sunny Balwani  
**Subject:** Customer Issue - GM

Please see below.

Still need info on HCG inquiry from last month too (re: August 20 with 600,000 result from Margaret Gossett, NP).

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**From:** Eric M. Nelson  
**Sent:** Monday, September 29, 2014 2:53 PM  
**To:** Mike Phebus  
**Cc:** Kimberly Alfonso  
**Subject:** FW: Labs-issue-hcg

Mike and Kimberly,

Please see below detailed hcg issue from a fertility office here in Scottsdale.

Thanks,

Eric

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**From:** Allison Martin [<mailto:backdesk1@ivfphoenix.com>]  
**Sent:** Monday, September 29, 2014 2:26 PM  
**To:** Eric M. Nelson  
**Subject:** RE: Labs

Eric,

Thank you so much for dropping off the new order sheets! I am sorry I was unavailable at that time!

We will call the support line, but also wanted to give you a heads up on what happened with the lab. We sent a patient of ours in for her 48 hour repeat on her QBhcg. Her initial test came back at 160 (run at a different lab), and when we sent her back in for her repeat with your lab the results came back at <7.82. Because her test came back negative, we had her discontinue her current medications and began getting her ready for her next cycle.

A few weeks later she went back in for another QBhcg and it came back at over 2000. We brought her in and I scanned her, and there was in fact a baby, and a heartbeat.

Our concern is your lab told us she had a negative pregnancy, we relayed that to our patient and continued our protocol as she wasn't pregnant.

Our patients initials are GM. Date of service was 9/5/14 at 9:12am for a QBhcg which came back at a <7.82

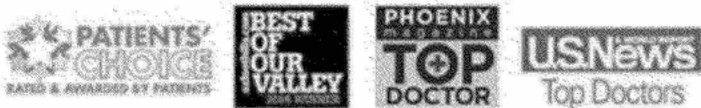
Please pass this along, to ensure that this does not happen to any further patients/clients.

Thank you,

**Allison Martin**

IVF Phoenix & the office of

Dr John L Couvaras, MD FACOG



\* Be aware we are a Fragrance free office. Please refrain from wearing perfumes or colognes.

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**From:** Eric M. Nelson [<mailto:erichn@theranos.com>]

**Sent:** Monday, September 29, 2014 11:25 AM

**To:** Allison Martin

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